miarec

CONVERSATION INTELLIGENCE

BEST-OF-BREED CONVERSATION INTELLIGENCE & AUTO QA FOR CONTACT CENTERS

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MiaRec's Conversation Intelligence platform provides a complete conversation intelligence and Auto QA solution that revolutionizes the way enterprises manage their contact center data, understand their customers, train their agents, and share insights. MiaRec acts as the eyes and ears of your contact center saving your staff time, increase revenue, and improve business outcomes.

Compliance at Scale

Our AI-Driven Compliance features help contact centers scale compliance workflows.

✅ PCI-DSS ✅ GDPR

✅ HIPAA ✅ DODD-FRANK

✅ MIFID II ✅ CCPA

OVERVIEW	SENTIMENT	**TOPICS**	CALLS

TOPICS	BIGGEST TOPIC, CALLS	BIGGEST TOPIC, MINUTES
35	**362**	**1,890**

TOPIC	TOTAL CALLS		AVG DURATION	CALL TIME, MINUTES
Resolution Indicators (customer)	362		5:13	1,890
Customer Service	208		5:14	1,090
Cursing	159		5:20	849
Upset customer - Emotional words	122		5:15	642
Payment language	121		5:15	636
Negative Statements - Astonishment	110		5:33	612
Problem	79		5:16	416
Broken Trust	76		5:19	404
Bronze Plan	67		4:51	326
Agent insecurities	59		4:59	295

CONVERSATION INTELLIGENCE

MiaRec's Conversational Intelligence Platform not only records customer interactions compliantly and securely but enables contact centers to maximize efficiency and enhance the relationship between company and customer with state-of-the-art Voice AI and machine learning.

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Compatibility Partners

CISCO **Five9** **Microsoft Teams** **twilio**

CALL RECORDING
Streamline access and revisit call recordings anytime, anywhere.

SCREEN RECORDING
Complete visibility into your agent and customer interactions.

QUALITY MANAGEMENT
Modernize your QA workflows and scale your evaluation program to 100% coverage with Auto QA.

SPEECH ANALYTICS
Unlock the full potential of your contact center. Identify and analyze topics, trends, sentiment, and much more.

CALL RECORDING

Seamlessly integrates with MiaRec's Automated Quality Management, Screen Recording, and Voice Analytics features.

Access Every Call, Anywhere, Anytime

Streamline contact center workflows with immediate access to revisit call recordings anytime, anywhere.

Leverage your call recordings for analysis and personalize agent feedback.

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Features include:

- Live Monitoring
- 256-Bit encryption & full audit trail
- File integrity checks (Watermarking)
- Optional Automatic Recording Announcement for Cisco platforms
- Centralized multi-site call recording (WFH)
- Role-Based Access Control, and more

SCREEN RECORDING

MiaRec Screen recording provides complete visibility into customer interactions and enables managers to ensure compliance, detect fraud, and prevent unproductive behavior regardless of agent location.

- Capture multiple screens in high quality with flexible recording retention rules
- Manage the quality of screen recordings to meet your storage and business needs

QUALITY MANAGEMENT

Lower costs and save time with AI-Powered Auto QA that scales. Monitor your (remote) agents' calls, evaluate their performance based on 100% of their interactions with automatic call scoring, and report on your quality improvements in real time with MiaRec's Customer Quality Management.
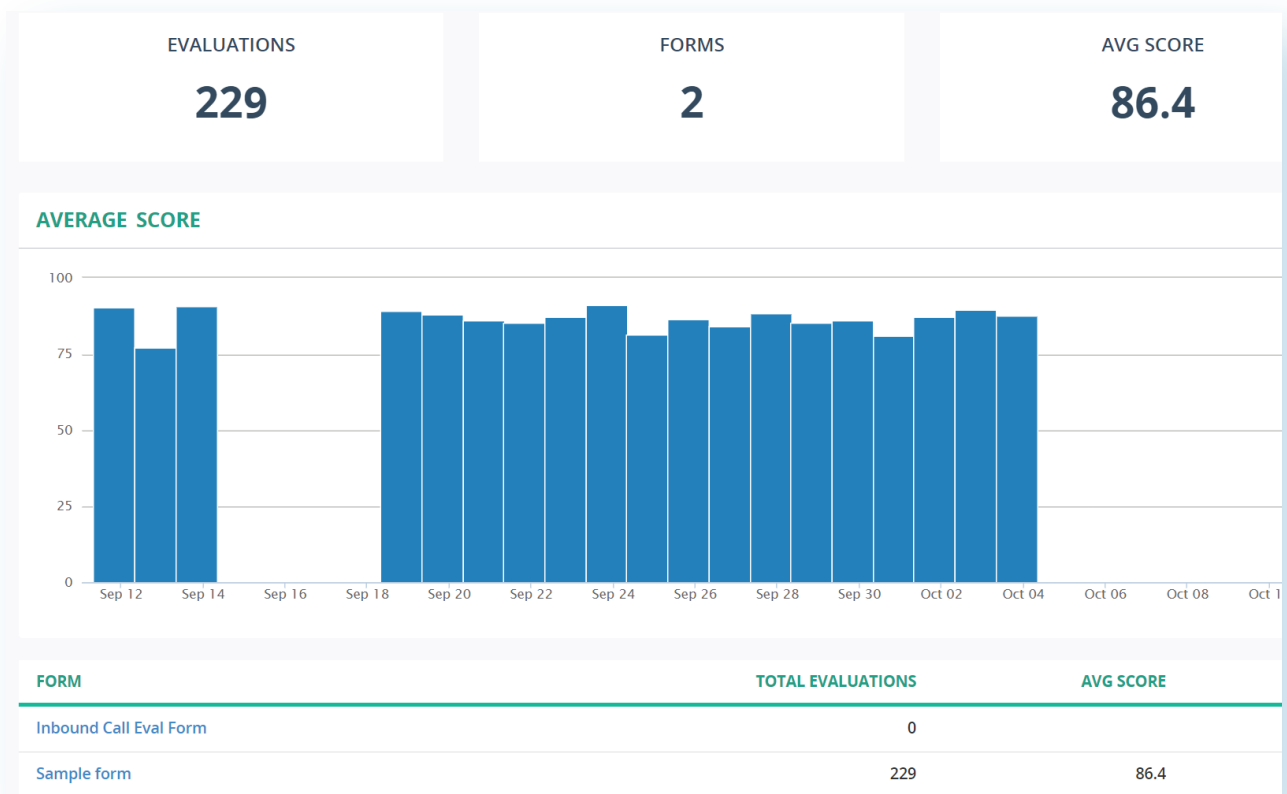
Improve Agent Performance

Monitor your (remote) agents' calls, evaluate their performance, report on your quality and improvements, and more with MiaRec Quality Management.

- Monitor live calls individually or continuously
- Track performance with Comprehensive QA reporting & dashboarding with custom configurations for both managers and agents
- Customize evaluation forms to cover your unique compliance requirements

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Scale Quality with Auto QA

Evaluate 100% of your customer voice interactions with automatic score cards. On average, up to 98% of contact center interactions are never evaluated. How do you eliminate this huge blind spot in your quality and compliance workflows?

MiaRec Auto Score Cards allow you to quickly and easily modernize your QA workflows and evaluate 100% of calls. Drive consistency and provide your agents the rapid feedback they need to improve performance at scale.

EVALUATIONS	FORMS	AVG SCORE
229	**2**	**86.4**

AVERAGE SCORE

FORM	TOTAL EVALUATIONS	AVG SCORE
Inbound Call Eval Form	0	
Sample form	229	86.4

Benefits

Save Time, Effort and Money. Evaluate 100% of Your Calls Automatically.

Provide your agents feedback 10x faster	**Boost FCR and reduce repeat calls by over 20%**	**Increase the number of calls You can evaluate for QA by 500x**

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SPEECH ANALYTICS

MiaRec's AI-based Voice Analytics unlocks the full potential of your contact center data. Identify and analyze topics, trends, track sentiment, automatically redact sensitive data and much more.


We Make It Easy with AI

MiaRec's AI-based Voice Analytics make it easy to unlock the full potential of your contact center data — helping win back time, revenue, and effort.

- Automatic extraction of keywords to spot competitors and other brand names, etc.
- Categorization by topics (e.g., returns, shipping issues, cancel subscription) and trend analysis
- Automatically score 100% of your customer voice interactions

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Feel the Difference with Sentiment

The MiaRec speech engine analyzes identified keywords for positive or negative customer sentiment. Depending on the number of times a positive or negative keyword is mentioned either by the customer or the agent, a customer score, an agent score, and the customer sentiment score (the average of the two) is automatically tabulated and symbolized by the appropriate emoji.
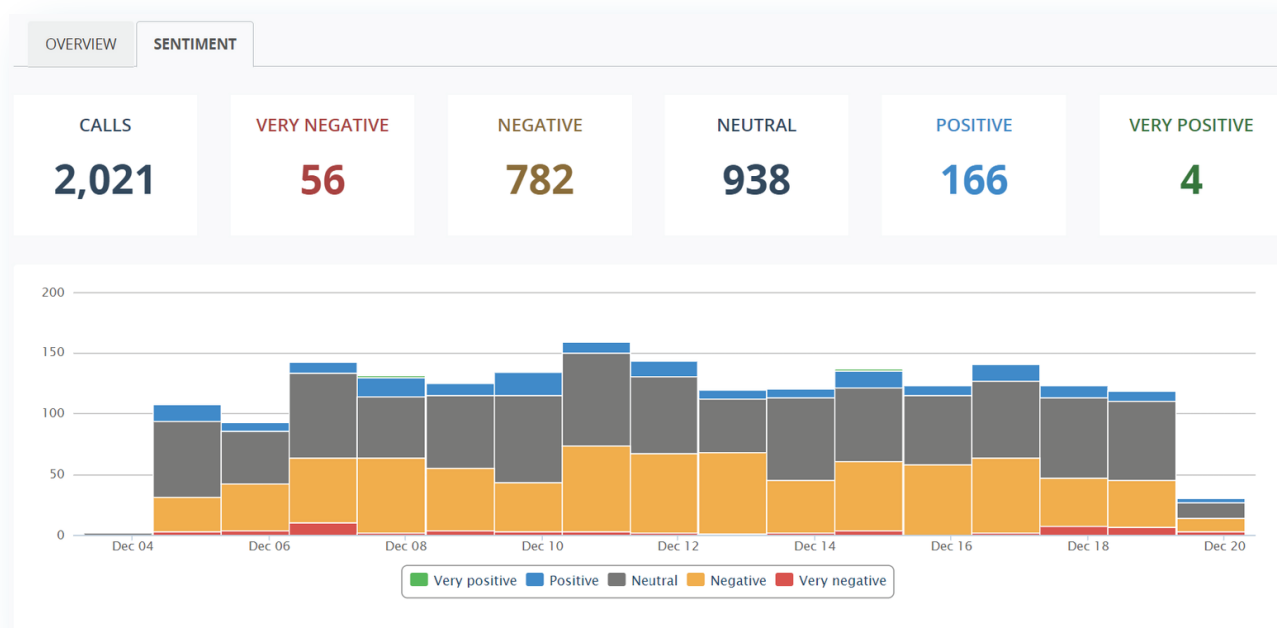
AI-Powered Data Redaction

Use advanced machine learning and artificial intelligence to automatically remove sensitive data from your transcripts and audio recordings.

Redact sensitive personal information such as credit card numbers, phone numbers, dates of birth, and more from call recordings and transcripts. Infuse AI-Driven Redaction into your compliance workflow to help comply with PCI-DSS, HIPAA, GDPR, and more.

MiaRec's Topics and Trends allow stakeholders across the organization to easily and quickly tap into the insights from your customer interactions. Easily customize the topics you track for relevant intelligence for every role from marketing to operations and more.

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Topics = Actionable Insights

- Categorize calls by customizable topics
- Calculate the aggregated call score (both on the agent and customer side) to detect potential issues or opportunities
- Display call volume trends by topic over time and provides the ability to search by topic, keyword, or score
- Understand drivers of repeat calls and long conversations

Automate Analysis

Eliminate labor- and resource-intensive manual analysis of random recordings. Enjoy complete coverage of voice interactions from your contact center rather than the fraction you were able to analyze manually.

Easily and quickly analyze call volume trends per topic over time, e.g., changes in the number of calls related to shipping issues from last month to this month.

Benefits

Save Time, Effort and Money. Evaluate 100% of Your Calls Automatically.

Improve call center agent efficiency by up to 20%	Improve compliance adherence by 42%	Automatically tracks, and score analyze 100% of your call data

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